

- It means streamlining business procedures to increase operational efficiencies (reduce paperwork and delays), to improve and enhance customer service, and to lower the cost of doing business.
- Beyond enhancing existing business avenues, the world of e-commerce is creating entirely new digital products and new markets for those products
- In response to these new products and markets, new classes of buyers and sellers are emerging to take advantage of those opportunities.

Recent information and communications technologies have sparked an e-government revolution that has gained significant momentum. In today's governmental environment, virtually everything is experiencing change. Nowhere is this more apparent than in the rapid proliferation of e-government services. As e-commerce has affected the private sector, e-government will affect state government.

In the fullest sense, e-government is about transforming how government delivers on its missions, 24 x 7. E-government can make state government more responsive to public and private citizens by making services more accessible, convenient, and user-friendly. When implemented correctly, new ways of conducting business can reduce the costs of government services and enhance the quality of service delivery. As a result, it will redefine not just government processes—what governments do and how they do it—but why they do it, altering the very essence of democracy, as we have known it.

Over the next decade, local and state agencies will better manage resources through more efficient operating procedures, and citizens will benefit from more convenient services. As government operations come “online,” agencies will significantly benefit as the cost of delivering services become more efficient and effective and process improvements place less strain on the tax requirements needed to fund government. New channels and technologies offer opportunities to vastly improve service levels and options and to restructure business processes, reduce paperwork, and realize operational efficiencies and cost savings.

The Gartner Group predicts that e-government will transform government in the twenty-first century and will change government more than anything did in the twentieth century. “E-government promises of operational cost savings, improved service delivery, and positive transformations of the government workplaces are real,” said French Caldwell, research director at Gartner. “It is a tsunami of rising expectations of your customers based upon their experience in the private sector (Amazon, Dell, etc.).” Gartner also projects that by 2003 more than 60% of the nation's local, state, and federal agencies will allow Internet transactions. In addition, governments will more than quadruple their spending on IT products and related services over the next five years, to about \$6.2 billion by 2005. Gartner breaks the e-government market into three categories: government-to-government purchases, government-to-supplier and government-to-business transactions, and government-to-citizen transactions. Gartner projects that the first two segments will account for nearly 70% of total e-government spending—or about \$1 billion—this year and will grow to \$4 billion by 2005.

Surveys Reveal High Demand for E-Government

Recent surveys support that the American people are positive about the expected growth of e-government, overwhelmingly support it, and are looking forward to its positive impacts. Overall, they view e-government as a way to become more involved and better informed.

According to a September 2000 Hart-Teeter three-part study titled *E-Government: the Next American Revolution*, released by the Council for Excellence in Government, Americans feel that e-government will not only change the way they relate to government as customers of